






Mayor's Action Center
Service Level Attainment Compliance
November 2010

Service Level Agreement	Target Performance		Current Performance			
Speed to Answer Calls	< :20					
Abandon Rate	< 5%					
Time on Call	< 2:30					
After Call Work	< :40					
Outbound Calls	>= 90% Outbound Call Rate for Service Closure					
Top 5 Service request	Animal (1,621)	Trash (1,227)	Abandoned Vehicle (443)	Zoning Violation (264)	Illegal Dumping (163)	